Welcome to the City's new online utility account information page.

Read these directions first, then click on this link to view or pay your utility account.

View & Pay Your Utility Account

VIEW YOUR BILL:

- Enter your utility account number to access your account. Use format: NN-NNNN-NN. You must insert the hyphens. Now press "Enter" or click the "Search" button. You may enter the account number at either of two places: the top of the page where it says, "Enter an Account Number", or at the bottom of the page where it says "*Account Number:"
- On the Search Results page, click on your account number.
- The next page shows your current utility bill information, line by line. The total amount due is on the bottom line of this list. If you have a balance due, you may also pay your utility bill from this page – see instructions below.
- To view your utility account history, click on "View Additional Account Information" in blue at the middle of the screen. It will take about 10-15 seconds for the information to load. On the next page you will see four sections: "Customer Information," "Current Bill," "History," and "Usage History Chart." You may scroll down to these sections, or click on the links at the "Jump To:" line, highlighted in green on your screen.
- In the History section you will see a complete history of your utility account for the last several years. The most recent transactions are at the top of the screen. You may see more detail for the bill calculation and payment transactions by clicking on the > button to the left of the transaction date. This information is updated in real time – it is exactly what our customer service representatives see when they consult our billing software to research your account.

PAY YOUR BILL ONLINE:

- You may pay your bill with an e-check or credit card from the Search Results Page (Click "Make Payment" at the bottom of the screen), or from the Additional Information page (Click "Pay Now" in the pink box at the upper right portion of the screen.
- The next page is entitled, "Make a Payment on a Utility Bill." Enter the amount you are paying in the box under your billing information, and click "Make Payment."
- The next page is where you enter your payment information.
    - Select the Payment Method – either "Electronic Check", or" Credit or Debit Card"
    - Now enter your bank account or credit card information. Notice that some of the fields are already populated with your utility account information.
    - Fill in all information. If you enter your email address you will receive an email receipt for your transaction.
    - Now click "Review" to continue.
- Verify that all information has been entered correctly. If you need to edit anything, click "Back to Edit." If all is OK, click on "Continue."
- The next page details the Terms and Conditions. The City's new credit card processing company (Point & Pay LLC) is now charging a convenience fee to customers who wish to pay by e-check, credit or debit cards. The fee for e-checks is a flat $3.00 for all amounts up to $10,000. The fee for credit card processing is $1.50 per $50.00 of transaction. This fee goes to Point and Pay for the processing of the credit cards and e-checks. No part of the fee is retained by the City.
- If you wish to accept and pay the convenience fee, click on "Accept Terms" to complete your payment.
- If you do not wish to pay the fee, click on "Cancel Payment." **You may pay your bill with cash, check, your bank bill pay service, or by automatic ACH debit without incurring any fee.**

WHY A CONVENIENCE FEE?

About 26% of City utility customers have been paying their utility bills by credit card. The City has been absorbing about $40,000 per year in credit card and other online processing fees. This means that the 74% of customers who pay by cash, check, or other means have

been subsidizing the credit card use of the 26% who pay by credit card. Having customers pay the fee directly will help to hold down future utility price increases while more fairly assessing the fees to only those customers who use the credit card payment option.

WHAT ARE THE EXTRA BUTTONS ON THE WEBPAGE?

This website for viewing and paying your utility bills is a partnership with the City of Wilton Manors, BS&A Software, Inc., AccessMyGov.com, and Point and Pay, LLC. As an "off the shelf" product, it was not possible to fully customize the page for Wilton Manors. Immediately below the "Wilton Manors" banner at the top of the page and on the left margin of the page you several buttons: "Municipal Record Search," "Utility Billing Payments," "Select a Municipality," "Sign In," and "Register." Of these buttons, only the "Municipal Record Search" and the "Utility Billing Payments" buttons are functional for Wilton Manors. Please ignore the other buttons; they are not relevant to Wilton Manors. We have requested that these buttons be removed when future updates to the page design are made.